

**QUALITY ASSURANCE SURVEILLANCE PLAN**  
**FOR**  
**Water Treatment Plant (WTP) and Water Treatment Systems (WTS)**

**INTRODUCTION**

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing this SOW. It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Service Delivery Summary (SDS) in the maintenance contract.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

This QASP is based on the premise the government desires to maintain a quality standard in operating, maintaining, and repairing facilities and that a service contract to provide the service is the best means of achieving that objective.

The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is quality assurance to ensure contract standards are achieved.

In this contract the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

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Performance Objective	SOW Para Sec. 18310	Performance Threshold
<p><b><u>Acceptable product water.</u></b> The contractor shall be responsible for providing acceptable product water in the quantities indicated, by operating the water treatment plant and/or associated systems according to the water treatment plant Operations Manual to the maximum purification ability designed into the plant and/or system, by its respective manufacturer.</p>	2.1.	95% of all test indicate acceptable product water.
<p><b><u>Operations and Maintenance.</u></b> The Contractor shall be responsible for performing all work necessary for the operations preventive maintenance, and repair required to maintain optimal plant operating conditions.</p>	2.4	95% optimal plant operating conditions.
<p><b><u>Qualified personnel.</u></b> The Contractor shall ensure that only qualified, experienced personnel are employed to work under this contract.</p>	2.5.	100% of all employees are experienced and qualified.
<p><b><u>Government Property.</u></b> The Contractor shall maintain all areas of Government property used by them or their personnel during the performance of this contract.</p>	2.6	95% of all areas are maintained in a neat and orderly manner.
<p><b><u>Material Safety Data Sheets (MSDS).</u></b> Health hazard warnings found on labels or Material Safety Data Sheets (MSDS) for cleaning solvents and/or other hazardous chemicals shall be strictly followed. All MSDS shall be posted in a WTP Hazard Communications Plan, all in accordance with the Occupational Safety and Health Administration (OSHA) requirements.</p>	2.7.1.	100% MSDS instructions are posted in the Hazard Communications plan and are followed for cleaning solvents and/or other chemicals.
<p><b><u>Operations and Maintenance Manual.</u></b> The Contractor shall amend the Operations and Maintenance Manual as necessary when changes to the water treatment plant systems and/or components are made.</p>	2.9.1	95% of all changes to the WTP are updated in the Operations and Maintenance Manual as necessary.

<p><b><u>Improvements or Revisions.</u></b> The Contractor shall provide to the COR, for approval, proposals of any improvements or revisions to the WTP facilities or its components.</p>	2.9.2	100% of all improvements and/or revisions are submitted.
<p><b><u>Materials and Equipment.</u></b> All materials and equipment shall conform to the respective publications and requirements as described and set forth in the WTP Operations and Maintenance Manual.</p>	3.1	100% of all materials and equipment shall conform.
<p><b><u>Chemicals and Supplies.</u></b> The Contractor shall be responsible for the purchase of all water treatment chemicals (inclusive of salt, acid, etc.), tools, spare parts, replacement parts and equipment and other consumable supplies, such as oil, grease, solvents, laboratory equipment, filters, etc, necessary for operational and maintenance requirements of the water treatment plant.</p>	3.2	100% materials are purchased by contractor necessary for operational and maintenance requirements.
<p><b><u>Spare Parts.</u></b> The contractor will be provided with an inventory of the recommended supplies and spare parts, as listed in the WTP Operations and Maintenance Manual. When supplies and/or parts are expended from the inventory, the contractor shall be responsible for replacement and restock to the required levels.</p>	3.3	95% expended supplies and/or parts are replaced and restocked to required levels.
<p><b><u>Purchasing Requirements.</u></b> The Contractor shall make every reasonable attempt to ensure that all parts, equipment, tools and/or supplies purchased by the Contractor and reimbursed by the Government, are obtained at the best price currently available.</p>	3.6	100% of parts, equipment, tools and/or supplies are purchased at the best price currently available.
<p><b><u>Performance.</u></b> All operations, maintenance and emergency repair work shall be performed in strict accordance with the Technical Specifications and the Water Treatment Plant Operations and Maintenance Manual.</p>	4.1	100% of all work performed is in accordance with technical specifications and WTP Operations & Maintenance Manual.
<p><b><u>Workmanship.</u></b> All installations shall be accomplished in a professional manner.</p>	5.1	95% of all installations are professional.

<b><u>Engineering Support.</u></b> The contractor shall provide professional engineering support and more elaborate water testing on an as-needed basis.	6.1	100% professional engineering support and more elaborate water testing are provided as-needed.
<b><u>Reporting Requirements.</u></b> Reports shall be prepared and submitted to the COR for all water treatment operations, maintenance and/or emergency repair work performed no later than the 15 <sup>th</sup> of the following month.	7.1	95% of all reports are submitted NLT the 15 <sup>th</sup> of month.
<b><u>Repair.</u></b> All repair requirements of the water treatment plant determined to be required by the Contractor shall be accomplished by the Contractor as part of their responsibility for the facility.	8.1	100% of all repairs are accomplished by the contractor.
<b><u>Emergency Repair Response Time.</u></b> The Contractor shall respond to emergency calls within 1 hour of notification by the COR and/or Contracting Officer.	8.3.1	95% 1 hour response time to emergency calls upon notification.